

For Automotive Professionals

TMD TEXA Mobile Diagnostics



TEXA

The **remote multi-brand diagnosis** is a revolution that TEXA launches with TMD.

The control of the vehicles extends from the people in the vehicle.

The management of the fleet is transformed.

TMD is innovation, high-tech, high performance and has a team of experts to support the customer: the only product that combines a Fleet Management system with the Electronic Diagnosis of the vehicle.



THE NEW FRONTIER IN THE MANAGEMENT OF VEHICLES

TMD IS THE ONLY SOLUTION ON THE MARKET TODAY THAT COMBINES THE FLEET MANAGEMENT FUNCTIONS WITH AN ADVANCED SYSTEM OF REMOTE MULTI-BRAND DIAGNOSIS.

TEXA Mobile Diagnostics is the universal solution for revolutionary fleet management.

TMD is a device that is fitted to the vehicle simply, without the need to change the original system.

Thanks to the GPS connection and communication via GSM/GPRS, it is possible to locate vehicles at any time, exchange real time information directly with the drivers and monitor all the electronic systems and components from a distance.

It is a revolution of the world of transport, ideal for all companies that manage fleets and vehicles, because it allows for not only the usual vehicle position service, and route calculation to optimise deliveries, but also the exclusive Telediagnosis.

The system developed by TEXA TMD does not only

monitor the driving style, but also allows the remote analysis of all the parameters of the electronic control units of the vehicles.

The electronic diagnosis that the mechanic normally does in the workshop becomes accessible, remotely regardless of where the vehicle is located.

Directly connected to the diagnosis socket, TMD allows the user to read all the data provided by the electronic systems of the vehicle.

Without any device or additional sensors, TMD communicates with the electronic systems of the vehicle (even with auxiliary ones) and actively provides hundreds of parameters directly to the user remotely.



THE SYSTEM TO SOLVE, CONTROL, ECONOMISE

TMD IS A FAMILY OF SOLUTIONS SUITABLE FOR ANY REQUIREMENT AND FOR ANY TYPE OF VEHICLE. JUST SELECT THE DEVICE THAT IS MOST SUITED TO YOUR NEEDS.

TMD consists of two components: the main **Module A** and one of the **four options** available.

The Module A is a strong and advanced GPS/GPRS tracking device, manufactured according to the more rigid international directives, which allows for the precise and constant positioning of the vehicles in any part of the world.

According to the requirements and to the vehicle, the most suitable option will be applied to the Module A.

The different bases offer the possibility of the logistics management and, for the most exclusive models, also the optimised remote diagnosis.

The Fleet Management software via the internet can be customised and integrated with the various company information systems.

The diagnostic software can analyse many parameters, and allows for direct access to the main vehicles ECU's, thus enabling the cancellation of system errors and the remote electronic diagnosis of the vehicles.

Thanks to the GEOFENCING facility it is possible to set, as required, the points of interest in real-time if a vehicle travels in a certain area or if it enters/exits a preset area.

All the bases are able to draw up detailed statistical reports on travel and stages of the journey, including any stops and the time necessary to cover the distance.

In the event of an alarm or breach of one or more of the predefined thresholds, TMD sends specific automatic alarms to one or more devices. It is also possible to set the forwarding of any alarm transmission by text mes-

sages to multiple telephone numbers.

TMD is small, discreet and secure, it is easily installed and completely concealed (including the antennas) within the vehicle and does not affect the on-board electronics. It is produced entirely in accordance with the AUTOMOTIVE and R&TTE directives and the TMD system is certified according to the EC requirements by means of the TUV.

TMD is manufactured in compliance with ISVAP requirements and allows for a complete integration with safety and remote surveillance systems.

Module A



GPS
GPRS



BASE
SAFECAR



BASE
SAFECAR Diagnostics



BASE
SAFETRUCK FMS



BASE
SAFETRUCK Diagnostics

A RANGE OF OPTIONS

TMD SAFECAR



This is the entry-level system of position location within the TMD solutions designed by TEXA.

The product meets all the European regulations on safety and all the Automotive standards provided for the installation within cars, vans, trucks, buses, motorbikes, earthmoving machines, tractors and boats.

The controller, equipped with an GSM/GPRS (4-band) integrated module and a GPS SiRF Star III last generation module, this provides a constant location of the vehicle. Besides locating the vehicle the system can act as a satellite antitheft device. Thanks to a simple text message it is possible to intercept the vehicle and lock the engine in the event of theft. Thanks to optional devices, **TMD SAFECAR** also offers the possibility to identify who is driving the vehicle and thus enables the vehicle

only to authorised users. TMD is a black box for road vehicles: in the event of an accident, the dynamics of the event can easily be recalled thanks to the data made available by the three axis inertial sensor. This provides information 30 seconds before and 40 seconds after the initial impact.

Thanks to the *Bluetooth* technology, it is possible to integrate TMD SAFECAR with browsers, barcode readers, PDA, Smartphones and printers.

The management interface is simple and intuitive: just a few clicks will give you information on driving hours, mileage and routine maintenance



TMD SAFECAR Diagnostics



In addition to the characteristics already comprised in the previous system, the SAFECAR Diagnostics solution allows the remote control of some parameters dedicated to the management of the engine and maintenance of vehicles at a low cost. In fact there is a cable with the controller which is connected to the diagnosis socket of the vehicle.

Once installed, **TMD SAFECAR Diagnostics** transmits continually, information on the state of the car.

In addition to indicating the service schedule, TMD SAFECAR Diagnostics will monitor the vehicle and warn you in the event of any anomalies or any specified values.

It is possible to configure the set of diagnosis values according to the needs of each customer who chooses,

together with the TEXA technicians, the parameters to be monitored continuously, considering the characteristics of the vehicle, and the profession or the business within which the customer operates on a daily basis.



TMD SAFETRUCK FMS



TMD SAFETRUCK FMS system is the professional solution by TMD, for commercial vehicles and buses. Besides the characteristics already within the TMD SAFECAR system that allows information to be obtained on the driving style and information such as the actual kilometres, fuel consumption, fuel tank level, engine speed, gear use, and the tachograph information.

The presence of 4 digital inputs for the control of activation of external systems and the presence of a *Bluetooth* server able to connect at the same time several systems (such as navigators, barcode readers, PDA, Smartphone, printers, displays) are the components that make TMD SAFETRUCK FMS highly versatile, suitable to be installed on various types of

vehicles and many applications.



TMD SAFETRUCK Diagnostics



TMD SAFETRUCK Diagnostics is the top of the TEXA TMD range. In addition to the functionality previously described for the other versions, TMD SAFETRUCK Diagnostics is designed for logistics and transport professionals. From today it is not always necessary to have the vehicle in the workshop, and this can obviously save time and money. All operations that are normally carried out upon the arrival of the vehicle in the workshop, can be anticipated and assessed, the decision to either bring the vehicle back to base, or request the support of an external workshop or, if it happens to be an electronic fault, reset the system remotely. Planned servicing, downtime of the vehicle and any extraordinary maintenance and repair is now much easier: thanks to the high-capacity memory of the TEXA data centre,

all the activities carried out on the vehicle are stored, analysis of vehicle availability and the calculation of the costs is much quicker and simpler. It is possible to reset faults 24 hours a day, 365 days a year with a few clicks and check any anomalies, thus allowing your drivers to continue without any need of direct intervention to the vehicle.

It is easy for the mechanics to communicate with the vehicle thanks to the TEXA IDC3 software, already used by more than 50.000 workshops around the world. The simplicity of the graphical interface, the standardisation of all vehicle brands on the market and the comprehensive Databases are the added value that make TEXA a European leader in the market of the multi-brand dia-

gnosis, and now, thanks to the remote solution, the only company able to offer this exclusive product.



FLEET MANAGEMENT POSITIONING

Vehicle, driving style, effectiveness and service quality always under your control.

The system for fleet management developed by TEXA is a complete system for satellite tracking.

Each vehicle is identified on a cartographic map. The intuitive graphics allows easy access to the available data. With the GEOFENCING function it is possible to set the points of interest along the route, such as entry and exit from the loading/unloading areas, motorway junction areas, places for overnight stays.

When the vehicle goes through these areas or enters/exits them, TMD automatically sends a real-time alert to the central system. It is possible to customise

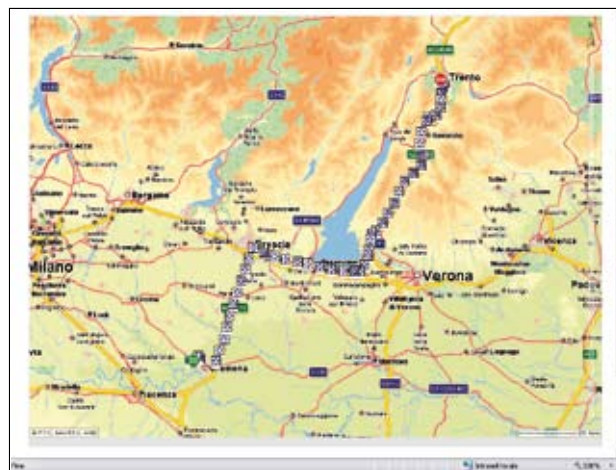
when messages are sent via text to one or more mobile phones.

In this way, the manager of the fleet or the owner of the vehicle can always be alerted on the exact location of the vehicle, on its movement or on the inefficiencies in the delivery of goods and materials.





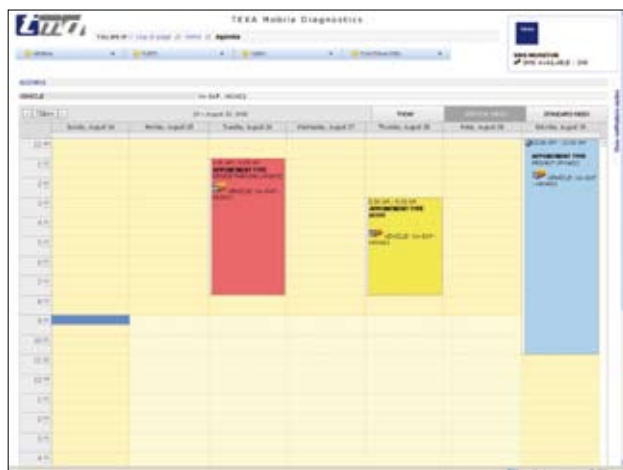
Specific tracking of the whole fleet.



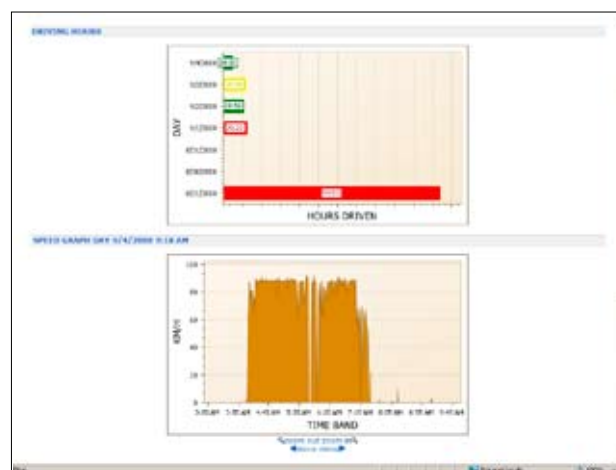
Journey travelled by the one vehicle.



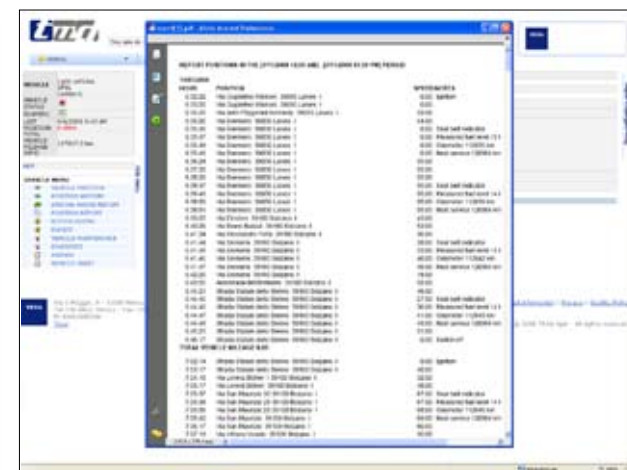
Fuel consumption analysis (FMS).



Automatic signals configuration (points of interest on route, loading/unloading areas, warning).



Analysis of the hours on the road



Detailed report ready to print.

FLEET MANAGEMENT LOGISTICS ASSISTANCE



All visible from the office and the mobile phone. Lots of time to think.

The real-time monitoring of the position and of the state of the vehicle with the satellite positioning allows the fleet manager to efficiently organise the work.

The positioning program can be viewed on one or more hardware platforms: PC, palmtop computer or smartphone.

In addition to the possibility of determining the shortest route to reach the destination, the software allows you to send the driver updated information on the place of delivery, and anything else that may be necessary.

Access to the route and vehicle management is reserved to the operators authorised by the fleet manager,

but the “temporary users” function allows you to extend this positioning function temporarily to authorised people, by granting a time limited password. Therefore, for example, even the recipient can check the status of their shipment at any time thus ensuring the customer’s peace of mind!

From the traceability of the vehicle to the traceability of the goods. Thanks to optional devices, TMD allows also for detecting and transmitting the signatures of transfer to the fleet manager. from one vehicle to another and from one warehouse to another.

FLEET MANAGEMENT SAFETY



From the manager to the owner, from the mobile phone to the computer. Alerts and notifications for emergency and alarm situations.

TMD is a detection system that ensures a unique level of safety.

TMD has an electronic inertial three axles sensor capable of providing information like a black box. In case of an accident, TMD notes the exact dynamics, by registering the deceleration for 30 seconds before and 40 seconds after the impact.

Unauthorised movements are immediately reported: TMD can transmit any movement of the vehicle and thanks to the anti-theft sensor it identifies and commu-

nicates in real-time sabotage attempts to the vehicle or to the TMD device itself.

All the TMD reports are transmitted to the operational centre and can be sent to one or more mobile phone numbers by means of a text message in real-time. TMD is designed to be connected easily to remote surveillance operating systems to ensure a 24 hour anti-theft satellite service.

REMOTE DIAGNOSIS

CONTROL AND MONITORING OF THE DRIVING STYLE



Thanks to the data analysis recorded by the on-board systems, TMD provides detailed reports on the use of the vehicle by the driver.

What distinguishes TMD from other instruments on the market is the ability to read, and analyse the data of all the systems in order to obtain reports and analysis hitherto unthinkable.

With attention given to the fleet managers' needs, TEXA has developed a new driving style analyser.

TMD continuously receives parameters and the values of the various control units on a vehicle. The data relating to the starting and stopping, road speed, consumption, temperatures, battery levels, gear selection, engine spe-

ed, throttle position, cruise control use, Retarder usage and brake wear, etc.

Driving hours and vehicle information are easily accessible by the user through screens that are intuitive and easy to understand. TMD is able to highlight in a precise and safe manner what the other positioning and fleet control systems can only estimate because it is the only system on the market that extracts the data directly from the electronic control units of the vehicles.

Only TMD is therefore able to directly control systems like injection, instrumentation, suspensions, body computers, air-conditioning etc.

The fleet manager has a tool that is able to provide all the technical-logistical-administrative information necessary to manage the cost of the operation.

In this way time wasting, unnecessary travel, excessive fuel consumption due to incorrect driving styles are eliminated. The actual driving time is monitored together with the stops and also any detours from established routes.



REMOTE DIAGNOSIS

NORMAL MAINTENANCE PROGRAMMING



A valid support for the technical assistance and maintenance of the fleet. The certainty of being able to rely on constant and precise data.

With TMD the technical assistance of the fleet has an advanced support system to the ordinary and extraordinary maintenance operations specific to each vehicle.

The activities can be planned in the pre-set maintenance cards according to the needs of the fleet manager or the owner of the vehicle. The dates may be fixed according to temporal criteria and/or thresholds related to the hours of use, kilometres or time that has elapsed from the previous control.

Thanks to direct dialogue with controllers, TMD is able

to detect the actual data and to report to the fleet manager the best time for maintenance to be performed.

The software created by TEXA for the TMD system registers automatically the maintenance data, the date, the effective mileage and any additional notes. In any moment, the maintenance card may be created or modified, starting from a list that includes all activities to be carried out. The notification of the type of maintenance to be carried out is sent automatically.

TMD has the ability to automatically file all the events reported by the electronic systems on board, thus allowing the constant monitoring of the efficiency of the vehicle.

Thanks to TMD, it is possible to keep track of all the costs directly attributable to the single vehicle.

TMD is a guarantee of effective and efficient management of the fleet and prevention of the risk of damage and sudden malfunctioning due to the absence of checks or overlooked deadlines.

REMOTE DIAGNOSIS PROTECTION IN CASE OF ANOMALIES



Everywhere at any time, TMD takes your vehicle directly to your trusted repair workshop.

TMD constantly questions the electronic systems on the vehicles.

In addition to a timely intervention in the event of failure or breaking, the analysis of all the data resulting from the controllers allows to anticipate the damage, acting on the first notice of anomaly.

TMD uses an innovative IDC3 operating system, the exclusive diagnostic interface developed by TEXA and used today in thousands of workshops around the world.

When the TMD signals an anomaly that requires closer scrutiny, regardless of vehicle location it is just neces-

sary to assign the problem to the technical workshop of reference. In case of unforeseen circumstances, if it is necessary to repair the vehicle at an unknown workshop, TMD ensures an effective repair without any risks because each operation can be controlled by fleets own technicians who can assist in diagnosing the fault and its correct repair.

It will not be necessary that the workshop is equipped with diagnostic tools for that specific vehicle, because TMD is already a diagnosis instrument. In fact your own technician will directly carry out the remote analysis and repairs!

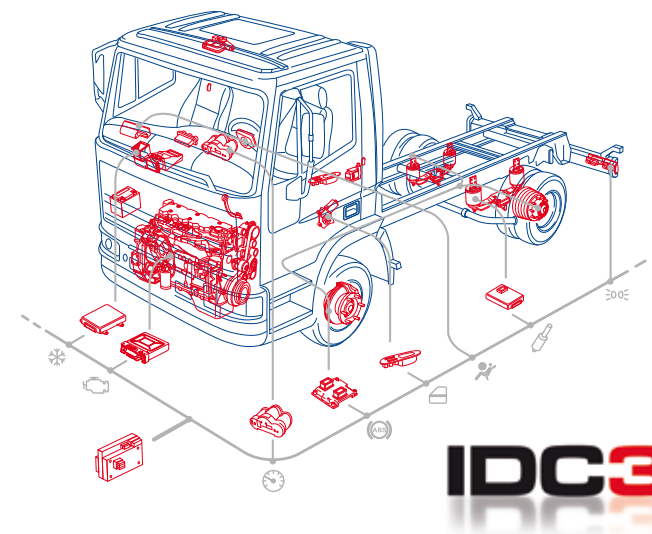
Identification of the problem and the evaluation of the operations that follow are under control by the usual technicians, allowing you to verify in real-time, accura-

tely the size and nature of the problem.

A drastic reduction in breakdown costs, vehicle downtime and repairs away from the headquarters.

REMOTE DIAGNOSIS

REMOTE DIAGNOSIS OF A VEHICLE IN MOVEMENT



Remote self-diagnosis, programmed diagnosis and reporting of errors. Technical assistance without fail.

How much does it cost a company to stop a vehicle?

How long does it take to make a diagnosis and repair the faults in the workshop?

With TMD it is possible to assess a problem before they occur, reduce the vehicle downtime and even carry out a remote repair.

A real revolution resulting from the increase of electronics in modern vehicles. Today the mechanical components of vehicles are completely subject to electronic control units.

A medium-powered car has from 20 to 25 ECU's; the

more complex models have up to 70 electronic control systems.

In commercial vehicles these systems are all the more critical and fundamental, as they control basic components for the complete functioning of the engine, the brakes and the suspensions.

Finally, the new solutions such as hydrogen engines, hybrids and gas installations use electronics to examine services and safe performance. This technology applied to vehicles is designed to improve the quality of life.

TMD is a system that enhances the advantages of the technological development, helping to utilise these new products that the market is making available. TMD manages data arising from the electronic control units of the vehicles, reporting not only the notifications, but

also the anomalies.

The GPRS TMD module is able to forward all the information on the efficiency of the vehicle in real-time, thus interfacing the vehicle directly with the central fleet management.

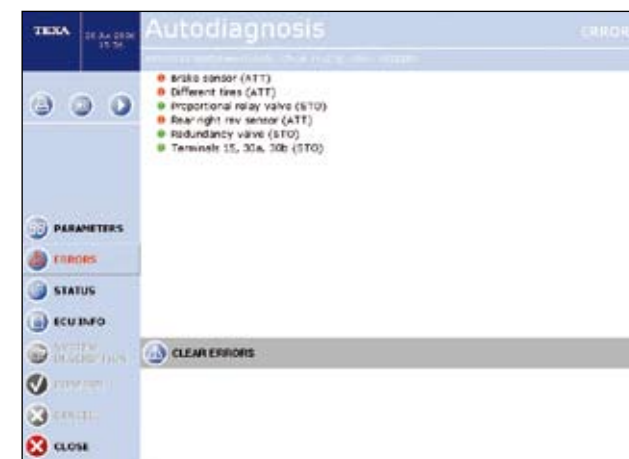
Through the Internet connection it is possible to know the distance travelled by each vehicle and wear and tear of the devices, organising the possible return of the vehicle in order to carry out maintenance, without having to inspect it beforehand.

TMD allows the reading of the controller errors that govern the vehicle and the access to a series of parameters and indicators that allow you to know the true condition of the on board systems.

According to the settings TMD manages a complete re-



IDC3 remote auto diagnostic system home page.



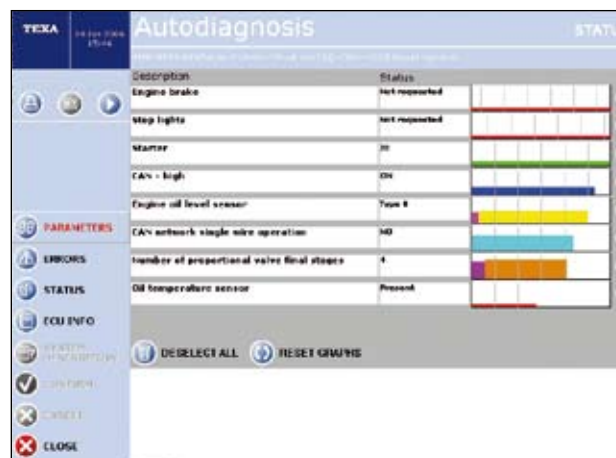
Injection supply error report.

mote diagnosis of the systems, by sending error messages to the fleet manager.

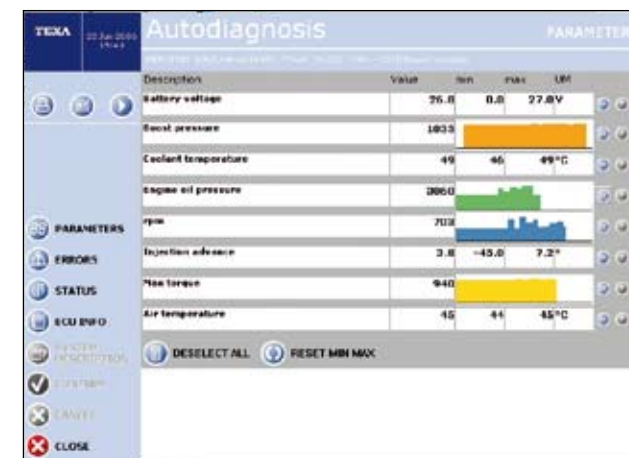
The broken-down vehicle is traced automatically and the causes can be easily analysed remotely. If the failure is of electronic nature, the fleet manager is able to take action to solve the anomaly.

TMD is a complex telemetry multi-branding system, inspired by those used in the Formula 1.

The control of the vehicles is complete.



Remote ECU diagnosis – Status.



Remote ECU diagnosis – Parameters.

REMOTE DIAGNOSIS PERSONALISED CONFIGURATIONS



TMD is designed to adapt to the needs of every company, with personalised solutions and differentiated management programmes.

TEXA has thought of the requirements of the individual customer, allowing for wider versatility and customisation in the management of data according to the peculiarities of the employment sector.

Some companies are particularly concerned about monitoring the hydraulics or electrical systems, while others need to constantly monitor the parameters related to the braking system or the injection, or special outdoor sensors, such as the control of a crane, the temperature of a cold room, etc....

Configuring TMD is always a simple and immediate procedure, which guarantees that the user obtains maximum performance from its vehicles. The specific information may be integrated in the company management systems, thus increasing efficiency in the management of orders, times of delivery, transport safety and staff management.

OPTIONAL DEVICES

COMPONENTS FOR VISUALISATION



SOFTWARE FOR TOUCH SCREEN MONITOR SOFTWARE FOR POCKET PC

with the Satellite Navigator and with the company management systems.

Thanks to an additional monitor or to a management software for a palmtop computer, TMD allows the fleet operator to communicate directly and in real-time with the driver.

The diagnostic information is shared and it is possible to obtain a direct confirmation on the effective state of the vehicle. Both visualisation solutions are connected via wireless *Bluetooth* technology to the TMD controller.

The touch screen is in colour and has a clear and easy to use.; there are a few keys with large and intuitive icons. The installed software allows the complete integration

OPTIONAL DEVICES

RECOGNITION DEVICES



TRANSPONDER KEYLESS

The TMD Transponder Keyless is a device that allows for identification a driver using a data radio-transmission system. The strength of this system resides in the remote operation, in the ease of use and in its small dimensions.

The TMD Transponder Keyless KIT comprises a fixed transceiver (Initialiser), to be attached to the TMD control unit and one or more mobile transceivers (Transponder).

In a range of about 120 centimetres the two transceivers may communicate freely by enabling or disabling the alarm system. With the key in the 'ON' position, the fixed transceiver will begin the search for the mobile device. In the case of a positive result, the driver will be

recognised.

If the communication between the two devices is missing (in case, for example, of an unauthorised driver with no mobile device), the TMD moves to the alarm mode.

RFID READER

RADIO FREQUENCY IDENTIFICATION

Technology for the automatic identification of objects. In this case the labels are applied on the objects (boxes, pallets, etc.) to be transported, and on means of transportation (wagons, cars, etc.).

The RFID systems contribute to improving the quality of the identification systems of the means of transportation for what concerns their efficiency and service.

OPTIONAL DEVICES

SECURITY DEVICE



SECURITY DEVICE

The TMD Engine lock system is a device enabled to completely lock any vehicle or engine from functioning, simply by sending an SMS.

The fleet manager or the owner can completely turn off the engine with the remote, by sending a special personal code by mobile phone. When the dangerous or potentially dangerous situation is over, the engine can be reactivated thanks to a second encoder text message.

Also this system can be associated to the TMD Transponder Keyless to disable the regular functioning of the vehicle's engine in case the driver could not be recognised by the TMD Transponder Keyless system. In case of a theft attempt, the engine will not turn on or will be remotely turned off.

REMOTE CONTROL TMD SAFETRAILER



**Travelling or parked? With or without trailer?
Loaded or unloaded?**

**Everything can be visible from the office (or
from the mobile).**

You have all the time you need to think.

TMD SAFETRAILER is an advanced instrument of satellite positioning for trailers. No matter where the load is, an intuitive graphic will show you all the available information, in real- time. The program can be easily installed on a regular PC or on a smartphone or palmtop, allowing a constant control by the owner.

The fleet manager will have a constant control on the trailer.

The GEOFENCING function allows the user to set

points of interest, such as, for example, the entry or the exits from the loading areas, motorways, service areas etc. when the trailer passes through these areas, a signal is immediately sent.

The TMD SAFETRAILER sends a real time positioning of the trailer as well as the recordings of its passages from one depot to another. Some messages may be sent via SMS to a mobile phone. This way, the fleet manager, or his assistant, may always be informed on late arrivals or inefficiencies in the deliveries, even if away from the operating centre (the PC or the smartphone/ palmtop).

TMD SAFETRAILER is perfectly compatible with the company's managing software and allows for implementing the efficiency in the order organisation as well

as the deadlines for the deliveries and in the security of the goods.

Access to the positioning is reserved to those operators authorised by the fleet manager, but with the "temporary user" function this operation can be extended to any individual authorised by a time limited password. So, for example, even the recipient of the delivery may view the movements of the trailer.

A greater peace of mind for the user is a service offered only by TMD SAFETRAILER!



OPTIONAL DEVICES

EXTERNAL PLANTS DEVICES AND SPECIAL INSTALLATIONS



The control units of the TMD SAFETRUCK FMS and TMD SAFETRUCK Diagnostics allow the monitoring of the external equipment from the diagnostics of the vehicle. For specialised transportation it is very important to monitor the usage of the power take-offs or other auxiliary equipment such as cranes, snowplows, sweepers, mixers, compactors, etc...

PROTECT YOUR INVESTMENT

A SINGLE INSTRUMENT WITH THE ADVANTAGE OF A MULTIBRAND.

TMD C finally allows the complete management of a whole fleet with a simple Internet connection.

A small instrument allowing not only to solve the inefficiency problems tied to the complexity of the logistics management of a whole fleet, but will also monitor the vehicles' efficiency.

The TMD is a multi-brand instrument that can be easily fitted. To change the vehicle, just move the TMD control unit from one vehicle to another.

TEXA, a world leader in the diagnostics sector, unrivalled experience: its high quality standards and the great use of innovative technologies are the ideal answers to a market that is constantly changing.

Working with you, there is a professional company, with a wide range of personalised solutions that will satisfy your needs even after the initial purchase, offering technical assistance and specific training courses.

TECHNICAL CHARACTERISTICS

SYSTEM COMPONENTS

- Remote multi-brand diagnosis for cars, commercial vehicles, coaches and trailers
- GPRS/GSM communication
- GPS navigation system and satellite positioning
- Software for the elaboration and the management of the logistics information (fleet manager)
- Software for the elaboration and the management of the diagnosis and the maintenance (fleet manager/support centre).

DIAGNOSIS INFORMATION

Main functions

- Reading and clearing of the errors
- Reading of the parameters
- Activation of the components
- Programmed Maintenance from the Manufacturer
- Threshold levels features
- Faults alarm
- Service light update
- Service light turnoff.

COVERED SYSTEMS*

- Injection
- On-board computer
- Instrumentation
- Braking system (ABS/EBS)
- Manual transmission
- Automatic transmission
- Cooling system
- Pneumatic/suspension system

- Immobilizer
- Front/Rear Frame Computer
- Airbag
- Cabin control
- Bus data
- Climate control
- Comfort
- Door locking
- Electronic clutch
- Radio remote control

VEHICLE POSITIONING

- Dynamic navigation system
- Calculation and control of vehicle routes
- Monitoring of the daily average distance
- Goods tracking
- Reporting system
- Management of the surveillance camera system
- Report material.

TECHNICAL SPECIFICATIONS OF THE ON-BOARD TMD

Power Supply: from vehicle's battery 12V/24V

Battery: Rechargeable Ni-Mh 1000 mAh

Consumption at 12V DC: 250mA / 700mA in normal functioning (depending on model)

Consumption at 24V DC: 150mA / 400mA in typical functioning (depending on model)

Functioning Temperature: -40° / +85°

MCX male connector for GPS antenna

Sensors: intrusion, movement, accelerometer 3 axes +-10 g

Dimensions: 178x117x50mm

Weight: 360g

Tel. GPRS: Quad-Band Class 10

Module GPS: SiRF-StarIII, 20 channels, High sensibility

Powder protection/liquids: IP 40

In compliance with ECE-ONU R116 – Directive 99/05/EC

Interfaces: 6 x RS232C (only 1 external), 2 x K/L, 1 x J1708, 1 x CAN (optional)



*Secured by the DB TEXA and bound to the equipments previewed by the constructor

1. USB Port
2. RS232 Port
3. Diagnostic connector
4. Immobiliser
5. Power supply
6. FMS Connector

7. RFID
8. IN AUX
9. Security brackets
10. Battery space
11. Wiring cover
12. GPS/GPRS Module A

CLEAR AGREEMENTS AND TRANSPARENCY RIGHT FROM THE START

When you purchase a TEXA package you also subscribe to a “PURCHASE ORDER” contract that establishes the purchase conditions and all of your rights. (certain markets only)

Service

The TEXA service network guarantees customers excellent coverage, a vast range and exclusive service.

Product warranty

TEXA guarantees the product against faults and manufacturing defects ascertained and recognised by its service network, for a period of twenty-four months from the date of delivery or activation of the software. All repairs under warranty, unless otherwise agreed on in writing, must be carried out at an authorised service centre or by TEXA.

Software end-user license

TEXA authorises the customer to use the software contained in the PRODUCTS purchased based on a non-exclusive end-user license agreement for the sole purposes described in the PRODUCT user manual. In relation to the end-user license agreement, “software” refers to the program installed on the PRODUCT, and “license” the right to use or access a specific copy of such software.

Products

The products undergo continual development and consequently are subject to change; such changes may involve constructional modifications to the electronics, the mechanics and the cosmetics (including the colour and decorative elements).

The information and data provided in the brochures and advertising in general are purely indicative. Within the tolerances allowed for by law or custom, the PRODUCT technical specifications described on the approval certificate and guaranteed by

the MANUFACTURER for each tool produced, together with the corresponding declaration of conformity, are considered binding.

Personal data protection

The personal data supplied by the customer during contractual, commercial and promotional relations to TEXA, the data controller, shall be processed by electronic means or in paper form pursuant to the law, for the purpose of market and statistical analysis and to allow more effective management of commercial relations. The data will also be processed by the SELLER, exclusively for the purposes described above. The customer has the right to deny approval for the processing of such data.

TEXA FINANCIAL SERVICE*

TEXA has for years been offering financial solutions that are unrivalled on the market, allowing DEALERS to offer customers particularly favourable terms of payment for purchasing TEXA tools and equipment.

“SISTEMA” is a simple formula that offers complete freedom in extending payments on your new TEXA tool based on your needs.

Contact your TEXA dealer for further information. They will then provide you an example of a personalised payment plan.



* Check availability in your country with your dealer.

TEXAEDU*

YOUR PROFESSIONAL DEVELOPMENT

In order to support and promote the professional development of its customers, TEXA has combined its range of tools and services with an exclusive training program: the TEXAEDU centre.

The training courses involve both the theoretical and practical aspects. The use of the tools is demonstrated directly in the classroom, right from the very first minute of the courses, with specific details on strategies for recognising errors in electronic control units or reading and interpreting a signal from an air mass meter.

With its vast range of diagnostics solutions, TEXA fully understands the real problems involved in auto repair work, and this is the basis for its training courses. By enrolling in the courses and obtaining the PROFESSIONAL SPECIALISATION CERTIFICATE, technicians can guarantee their professional future.



* Check availability in your country with your dealer.

UNI EN ISO 9001:2000

TEXA strongly believes and invests in the quality of its organisation, products and services. The TEXA quality project is based on the following principles:

Customer focus

TEXA has always been attentive to the needs of its customers, and is committed to continually satisfying their requirements and even exceeding their expectations;

Personnel involvement

At TEXA, the personnel, at all levels, represent the essence of the organisation; their complete involvement in the processes means their skills can be best used to serve the company;

Process approach

TEXA organises all its activities into a system of interrelated processes that together contribute to the achievement of the company goals, based on principles of effectiveness and efficiency;

Partnership with suppliers for mutual benefit

TEXA aims to establish strategic partnerships with its suppliers, convinced that close cooperation improves the ability of both parties to create value and translates into advantages for the customer;

Continual improvement

For TEXA, continual improvement of its performance is a permanent objective. TEXA is certified in accordance with UNI EN ISO 9001:2000.



TEXA RECYCLING

Being aware of its role as a manufacturer of electronic equipment, TEXA knows that incorrect disposal may lead to pollution of soil and ground water with potentially dangerous effects on the environment and the people's health.

Right from the design phase, TEXA takes into consideration the need to recover the greatest possible quantity of components, and uses materials and technologies which facilitate recycling.

The use of easily removable connections and the avoidance of hazardous substances such as lead, mercury, cadmium, hexavalent chrome, PBB and PBDA, are examples of ecologically compatible solutions.

The recycling symbol is shown on all TEXA products, while information on the correct disposal of the tools at the end of their working life is provided in the product user manuals.



Texa Mobile Diagnostics



TEXA

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Use your mobile phone to scan this symbol and receive further information on TEXA S.p.A. and its products*.

* Scanning this symbol will create a WAP push link that accesses the <http://www.texa.mobi> website without having to enter the address manually in your browser. The contents of the TEXA site can be browsed freely, while the connection charges vary based on the rates applied by your service provider. If your phone doesn't have software for reading QR codes, go to one of the numerous websites that offer these for free.

**COMPANY
WITH QUALITY MANAGEMENT
SYSTEM CERTIFIED BY DNV
=ISO 9001: 2000=**

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